

# PUBLIC SUBMISSION

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Agency Information Collection Activities: Proposed Request and Comment Request

**Comment On:** SSA-2025-0123-0001

Agency Information Collection Activities: Proposed Request and Comment Request

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Comment from Anonymous

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## General Comment

The changes to direct deposit policy are patently absurd and make it nearly impossible for representative payees to assist benefit recipients with managing their benefit. They are NOT ALLOWED to make changes online, and the field offices are so overwhelmed and backed up that getting an appointment to verify identity in person takes MONTHS. It is not sustainable.

It is especially ridiculous that a recipient cannot verify their banking details via phone to change direct deposit but MUST verify the exact same information if changing a mailing address.

These changes have only one purpose, and that is a backdoor attempt to prevent the American people from accessing benefits they have worked for and are entitled to.